



UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

NOV 28 2001

[REDACTED]
Bangor PA [REDACTED]

Re: FOIA Request No. 2002-221
At-Home Professions

Dear [REDACTED]

This responds to your November 19, 2001, letter requesting information about At-Home Professions. We are responding to your request under the provisions of the Freedom of Information Act ("FOIA"), the law that gives citizens the right to access government records. Pursuant to the FOIA and agency policy, we have searched our records as of November 19, 2001, for the records you requested.

We have located forty-two pages of responsive records. I am granting partial access to, and am enclosing copies of, the accessible records. Thirty-three pages, and portions of other pages, are subject to two of the nine exemptions to the FOIA's mandatory disclosure requirement, as explained below.

I am withholding eleven pages of responsive pages which are exempt from disclosure under FOIA Exemption 3, 5 U.S.C. § 552(b)(3), because they are exempt from disclosure by another statute. Specifically, Section 21(f) of the FTC Act provides that information obtained by the Commission in a law enforcement investigation, whether through compulsory process, or voluntarily in lieu of such process, is exempt from disclosure under the FOIA. 15 U.S.C. § 57b-2(f), *See Kathleen McDermott v. FTC*, 1981-1 Trade Cas. (CCH) ¶ 63964 (D.D.C. April 13, 1981).

Enclosed are thirty-three pages of responsive complaints that consumers have sent to the Federal Trade Commission ("FTC"). You should know that the enclosed complaints have not necessarily been verified by the FTC, therefore, you should make your own judgement about relying on the information provided. I am denying access to consumers' names and addresses, and any other identifying information found in the complaints. This information is exempt from release under FOIA Exemption 6, 5 U.S.C. § 552(b)(6), because individuals' right to privacy outweighs the general public's interest in seeing personal identifying information.

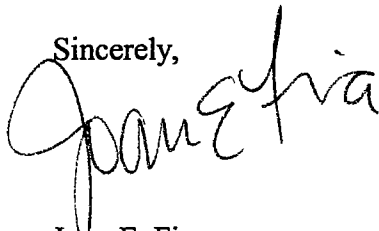
Additionally, I have enclosed several print-outs from our website (www.ftc.gov) that have some information that may be of use to you. There are additional brochures online in the Consumer Line section of our home page. You may be able to access online information at your local public library.

Ms. DeFranco – Page 2

If you are not satisfied with this response to your request, you may appeal by writing to Freedom of Information Act Appeal, Office of the General Counsel, Federal Trade Commission, 600 Pennsylvania Avenue, N.W., Washington D.C. 20580, within 30 days of your receipt of this letter. Please enclose a copy of your original request and a copy of this response.

If you have any questions about the way we handled your request, or about our FOIA regulations or procedures, please contact Kathy Kelliher-Sloan at (202) 326-3253.

Sincerely,

A handwritten signature in cursive script, appearing to read "Joan E. Fina".

Joan E. Fina
Attorney

Enclosures



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 1452672 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I am done with the At-Home Professions course for Medical Claims And Billing Services. I have not payed for the whole course. I can not find anyone to work for and I have been done with the course for more than a month. The company will not send the certificate of completion until the whole course is paid for. I am afraid if I pay all that money it will turn out to be a scam. The company also said I would make over twelve dollars an hour or make \$40 Thousand a year. They also said they would help me find doctors to work for. So far nothing they have said has come true.

Created By: HBUCKMON Created Date: 06/21/01

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 898.50

Amt Paid: 151.95 Payment Method: Check (Personal)

Agency Contact: Internet Complaint Date: 06/20/01

Initial Contact: Mail Transaction Date:

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Cheyenne State: WY Zip: [REDACTED]

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range: [REDACTED]



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Company

Company: At-Home Professions

Address: 2001 LOWE STREET

City: FORT COLLINS

State: CO Zip: 80525

Country: UNITED STATES

Email:

URL:

Phone: (1-800) 347-7899 Ext:

Company Representative

Associated Company



Consumer Information System

Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.:	1408927	Contact Type:Request for Information	Source:Consumer	TCS? N
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Comments:

Researching" legitimacy" of company. Provided FOIA procedure.

Created By: MVASQUEZ Created Date: 05/22/01

Updated By: MVASQUEZ Updated Date: 05/22/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid:

Payment Method:

Agency Contact: Phone

Complaint Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Richtown

State: VT Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

Company

Company: At-Home Professions

Address: 2001 Lowe St.

City: Ft. Collins

State: CO Zip: 80525

Country: UNITED STATES

Email:

URL:

Phone: (800) 5287907 Ext:

Company Representative



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 799277 Contact Type: Request for Information Source: Consumer TCS? N

Comments:

Consumer responded to an ad for a work at home type business.
She wanted to know if the company was legit or not. She was
sent work at home info.

Created By: GNOBLE Created Date: 11/29/99

Updated By: IBOLEN Updated Date: 12/02/99

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid:

Payment Method:

Agency Contact: Mail

Complaint Date: 11/01/99

Initial Contact: Print

Transaction Date: 10/12/99

Initial Response: Phone: other

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Newark

State: OH Zip:

Country: UNITED STATES

Work phone: ()

Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: At-Home Professions

Address: 2001 Lowe St.

City: Ft. Collins

State: CO Zip: 80525

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 728434 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Upon reading of a seminar given by this company, in the Sheraton hotel in Sacramento CA, on medical billing, I & my husband attended, and I signed up for the course, and finished in June. They promised I would receive the Med-Soft software and a list of doctors that needed someone to do billing. I got my certificate of completion of the course in July, but no software or list. I sent a certified letter to the exec. dir. and received no reply at all. I would like the \$2000 back that I paid for this course, since they lied to me. They are a fraudulent company.

Created By: CSTONE Created Date: 09/08/99

Updated By: Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 2,000.00

Amt Paid: 2,000.00 Payment Method: Visa Credit Card

Agency Contact: Internet Complaint Date: 09/05/99

Initial Contact: In Person Transaction Date: 01/13/99

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: Franchise Rule

Law Violation: Unsubstantiated Earnings Claims

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address: [REDACTED]

City: Rocklin State: CA Zip: [REDACTED]

Country: UNITED STATES

Work phone: [REDACTED] Ext:

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range:



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Company

Company: At-Home Professions

Address: 2001 LOWE STREET

City: FORT COLLINS

State: CO Zip: 80525

Country: UNITED STATES

Email:

URL:

Phone: (800) 3593455

Ext:

Company Representative

Rep Name: unknown, unknown

Title:

Associated Company



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 680004 Contact Type: Complaint Source: Consumer TCS? N

Comments: IN THE INTIAL STAGE, I FOUND OUT ABOUT THE AT-HOME PROFESSIONS THROUGH THE SUNDAY FREE PRESS CLASSIFIED ADS, I CALLED THEIR 1-800 NUMBER AND THEY IN TURN, SAID THAT THEY WOULD MAIL OUT ME SOME INFORMATION. NOW, I WAS A LITTLE UNDECIDED BECAUSE FIRST OF ALL, THE CLASSIFIED AD STATED THAT THE SEMINAR WOULD BE FREE. I WAS ALREADY BY KNOWING THAT NOTHING IS FREE. BUT I ATTENDED THE SEMINAR ON MONDAY, 07/12/1999 AT 7:00 PM SHARP. WELL, LIKE I EXPECTED, IT WAS NOT FREE COMPLETELY. THE SEMINAR HELD AT THE DEARBORN HOLIDAY INN FAIRLANE, 5801 SOUTHFIELD SERV DR. IN DEARBORN WAS NOT LIKE I THOUGHT IT WOULD BE. FIRST OF ALL, I SUPPLIED THE SEMINAR INSTRUCTOR WITH MY SOCIAL SECURITY NUMBER. THEN IN TURN, DEB TUNIS SUPPLIED ME WITH AN AT-HOME PROFESSIONS KIT, WHICH CONTAINED A CASSETTE, SOME READING MATERIALS AND SOME FORMS TO GET PERCENTAGES OFF OF THE INTIAL OFFER. I TOOK THE FORMS WITH THE UNDERSTANDING THAT AS OF YESTERDAY, ON MONDAY, 07/12/1999, I HAVE SEVEN DAYS TO REVIEW THE PACKAGE AND RETURN WITH NO CHARGE TO ME. I HAD TO FILL OUT AN AT-HOME PROFESSIONS TM STUDENT MATERIALS DELIVERY RECEIPT. THIS WAS AN AGREEMENT BETWEEN MRS DEB TUNIS, THE COMPANY AND MYSELF, IN ORDER TO TAKE THE MATERIAL HOME TO REVIEW FREE OF CHARGE, AS LONG AS I AGREED TO RETURN THE MATERIAL BY MAIL, POST MARKED NO LATER THAN 07/18/1999. NOT WHAT I WANT TO KNOW, IS THIS A SCAM OR IS IT TRULY A LEGAL OPPORTUNITY TO TAKE ADVANTAGED OF WITH OUT A DOUBT OR REPUTATION OF STEALING THE CUSTOMERS HARD EARNED MONEY. I KNOW THAT I SHOULD HAVE ASKED FTC FIRST, BUT I WAS IN TOO BIG OF A RUSH TO MAKE SOME MONEY WHEN I SOON WILL BE RETIRING. SO PLEASE TELL ME ASAP WHY I SHOULD NOT EVEN GT INVOLVED. AGAIN THANK YOU VERY MUCH AND I HOPE TO HEAR FROM YOU VIA E-MAIL, LONG BEFORE THE RETURN DUE DATE OF 07/18/1999, 11:59 PM POST MARK. I HOPE I AM SAFE, BUT IF YOU TELL ME THAT IT IS A BEWARE SCAM, I WILL IMMEDIATELY RETURN THE MERCHANDISE. SINCERE THANKS, [REDACTED]

Created By: HBUCKMON Created Date: 07/15/99

Updated By: HBUCKMON Updated Date: 07/15/99

Org Name: PUBLIC USERS - CIS

Amt Requested: 2,250.00

Amt Paid: Payment Method:

Agency Contact: Internet Complaint Date: 07/13/99

Initial Contact: Phone Transaction Date: 07/02/99

Initial Response:

Product/Service: OS-Other (Note type in comments)

Statute/Rule:



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: [REDACTED]

First: [REDACTED]

Address: [REDACTED]

City: DETROIT

State: MI Zip: 4 [REDACTED]

Country: UNITED STATES

Work phone [REDACTED] Ext: N/A

Fax Number: ()

Home Number: [REDACTED]

Email: [REDACTED]

Age Range:

Company

Company: At-Home Professions

Address: 2001 LOWE STREET

City: FORT COLLINS

State: CO Zip: 80525

Country: UNITED STATES

Email: N/A URL: N/A

Phone: (800) 3593455 Ext:

Company Representative

Rep Name: TUNIS, DEB

Title:

Associated Company



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 482198 Contact Type: Request for Information Source: Consumer TCS? y
Comments: Wanted info on a specific company - referred to BBB
Created By: JSHEETS Created Date: 11/09/98
Updated By: Updated Date:
Org Name: Denver Regional Office
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Mail Complaint Date: 11/09/98
Initial Response:
Product/Service: Bus Opps\Franchises\Distributorships
Statute/Rule:
Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Maywood

State: NJ Zip:

Country: UNITED STATES

Work phone: ()

Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: At-Home Professions

Address: 2001 Lowe St.

City: Ft. Collins

State: CO Zip: 80525

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 354478 Contact Type: Complaint Source: Consumer TCS? N

Comments: At-Home Professionals claim 0% APR but are charging \$16.50 "shipping and handling" fee on monthly payment arrangements, however forgive the "shipping and handling" charge on the pay-full-price alternative.

Created By: PLEIGH Created Date: 03/23/98

Updated By: FTUCKER Updated Date: 04/02/98

Org Name: Northwest Region

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Mail Complaint Date: 03/23/98

Initial Response:

Product/Service: Finance Company Lending

Statute/Rule: Truth-In-Lending Act

Law Violation: Creditor Fails or Inaccurately Discloses Finance Charge Method of Computing Finance Charge/Annual Percentage Rate

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Maple Valley

State: WA Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: At-Home Professionals

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 1660519 Contact Type: Request for Information Source: Consumer TCS? N

Comments: Consumer called to get information on this company..Referred her to BBB in CO....

Created By: KPURIFOY Created Date: 11/19/01

Updated By: KPURIFOY Updated Date: 11/19/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Response:

Product/Service: Other (Note in Comments)

Statute/Rule:

Law Violation:

Consumer

Complaining
Company/Org.:

Last name: [REDACTED] First: [REDACTED]

Address:

City: Portsmouth State: OH Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: At Home Professions

Address: 2001 Lowe Street

City: Fort Collins State: CO Zip: 80525

Country: UNITED STATES

Email: URL:

Phone: () Ext:

Company Representative



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 1478476 Contact Type: Request for Information Source: Consumer TCS? N

Comments:

Consumer stated she has invested in a certification program for professions that can be done from home, the company is called : At Home Professions.

Created By: LGREENHOWE Created Date: 07/12/01

Updated By: LGREENHOWE Updated Date: 07/12/01

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested: 150.00

Amt Paid: 150.00 Payment Method: Money Order (Not Classified)

Agency Contact: Phone Complaint Date: 07/12/01

Initial Contact: In Person Transaction Date:

Initial Response: In Person

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Avon Park

State: FL Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Company

Company: At Home Professions

Address: 2001 Lowe Street

City: Fort Collins

State: CO Zip: 80525

Country: UNITED STATES

Email:

URL:

Phone: (800) 6001844

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 1399150 Contact Type: Complaint Source: Consumer TCS? N

Comments: At Home Professions has filed against my credit report. I do not owe them what they are filing for in a any way. I have never once received an invoice or statement of what I owe. I have mailed numerous letters, faxed complaints, and emailed letters to no avail. I can not get any response from this company in regards to why they claim I owe them this money and what it is for. My suspicions are that this would be because I do not owe this money. Please help me.

Created By: HBUCKMON

Created Date: 05/16/01

Updated By:

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 837.00

Amt Paid: .00

Payment Method:

Agency Contact: Internet

Complaint Date: 05/16/01

Initial Contact: Unknown

Transaction Date:

Initial Response:

Product/Service: Credit Information Furnishers

Statute/Rule: Fair Credit Reporting Act

Law Violation: Provides Inaccurate Information

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Princeton

State: TX Zip:

Country: UNITED STATES

Work phone

Ext:

Fax Number:

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Company

Company: At Home Professions

Address: 2001 Lowe Street

City: Fort Collins

State: CO Zip: 80525

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 1062701 Contact Type: Complaint Source: Consumer TCS? Y

Comments: I am disabled and unemployable. When I saw the ad for medical billing I knew it was something i could do from home. And that could easily accomodate around my special needs. I thought the earning potential promised would offset my loss of disability payment upon self employment. I was esthatic about having my own business and being productive dispite my limitations. I took both the Medical Billing and Medical Coding courses with 100% average on both courses. I graduated from billing but stopped one block short of completing coding as I did not have a compute and was not equiped to set up bus. I had no idea how much investment in softwar e, (the real stuff), manuals and marketing. Office supplies, office equipment and costs. Were involved. I factored a portion of my disability pay in order to set up a busines. In the mean time my sons disabilities became all imcompassing as they were no longer able to attend public school and med expences shot up. I eventually, ended up in financial disaster, hardship, anquish and complete discouragement. I am now forced by abusive and discriminatory lenders into filling for chapter 13 bankruptcy relief. All because I do not want to be a liability to the taxpayers and want to meet my obligations. I read your case against the school and realized that they were the catalist in this slowly then furious sinking into losing everything and becoming insolvent and desperate financially. You may contact me for details at any time. In any convient manner to you, email fax phone or mail. [REDACTED]

Created By: JMOORE

Created Date: 08/22/00

Updated By:

Updated Date:

Org Name: PUBLIC USERS - CIS

Amt Requested: 800.00

Amt Paid: 1,600.00

Payment Method: Bank Money Order

Agency Contact: Internet

Complaint Date: 08/18/00

Initial Contact: Mail

Transaction Date: 01/01/98

Initial Response:

Product/Service: Work-At-Home Plans

Statute/Rule: FTC Act Sec 5 (BCP)



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Law Violation: Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First

Address:

City: Poteau

State: OK Zip:

Country: UNITED STATES

Work phone Ext:

Fax Number: ()

Home Number:

Email:

Age Range:

Company

Company: At Home Professions Inc

Address: 2001 lowe St

City: Ft Collins

State: CO Zip: 80525

Country: UNITED STATES

Email:

URL:

Phone: () Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 963652 Contact Type: Request for Information Source: Consumer TCS? Y

Comments:

Saw adv on the internet for medical billing. Called the company and she had to send in \$100 to start and then send in monthly payments. Total cost \$2000 to teach her how to do medical billing. Husband wants to know if legitimate. Company on Hot Line List.

Created By: LGROSS Created Date: 05/25/00

Updated By: LGROSS Updated Date: 05/25/00

Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL

Amt Requested:

Amt Paid: Payment Method:

Agency Contact: Phone Complaint Date:

Initial Response:

Product/Service: Bus Opps\Franchises\Distributorships

Statute/Rule:

Law Violation:

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:

Company

Company: At Home Professionals

Address: 2001 Lowe St

City: FORT COLLINS

State: CO Zip: 80525-

Country: UNITED STATES

Email:

URL:

Phone: (800) 5287907

Ext:



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 839137 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer seen an ad on TV for Medical Billing at home. She called them and ordered this Medical Software for \$709, Nov 4, 1999. They sent her a CD Rom, 2 tapes and a book. You can't access the software because the password is invalid. They guarantee that if not satisfied you can return it for a full refund. When you return it, it is disconnected.

Created By: KALLEN Created Date: 01/14/00
Updated By: YFLEMING Updated Date: 02/10/00
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
Amt Requested: 709.00
Amt Paid: 709.00 Payment Method: MasterCard Credit Card
Agency Contact: Phone Complaint Date:
Initial Contact: TV/Radio Transaction Date: 11/04/99
Initial Response: Phone: 800/888 number
Product/Service: Work-At-Home Plans
Computers: Equipment\Software
Bus Opps\Franchises\Distributorships
Statute/Rule: FTC Act Sec 5 (BCP)
Law Violation: Failure to Honor Refund Policy
Defective Product\Poor Quality
Deception/Misrepresentation

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Circleville

State: OH Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Company

Company: At Home Professionals

Address: 27184 Ortega Hwy
suit 210

City: San Juan Capistrano

State: CA Zip: 92675

Country: UNITED STATES

Email:

URL:

Phone: (800) 5275114 Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 832818 Contact Type: Complaint Source: Consumer TCS? Y
Comments: Saw an ad in a magazine to work at home. She order the software to work at home. When she received the items she returned them certified mail. They told her husband that they would refund the money to her credit card. Her card was not credited.
Created By: KGOODMAN Created Date: 01/07/00
Updated By: KGOODMAN Updated Date: 01/07/00
Org Name: TOLL FREE NUMBER AND CONSUMER SENTINEL
Amt Requested: 600.00
Amt Paid: 600.00 Payment Method: MasterCard Credit Card
Agency Contact: Phone Complaint Date:
Initial Contact: Print Transaction Date:
Initial Response: Phone: 800/888 number
Product/Service: Work-At-Home Plans
Statute/Rule: FTC Act Sec 5 (BCP)
Law Violation: Never Received Merchandise
Failure to Honor Refund Policy

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Preston

State: ID Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Company

Company: At Home Professionals

Address: 27184 Ortega

City: San Juan

State: CA Zip: 92675

Country: UNITED STATES

Email:

URL:

Phone: (800) 4760100

Ext:

Company Representative

Associated Company



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 797100 Contact Type: Complaint Source: Consumer TCS? Y

Comments: Consumer responded to an at for assistance in obtaining work at home employment. Consumer sent their \$5 and received a binder. Consumer is now unemployed and unable to pay the remainder of what is owed for the information.

Created By: KCOLON Created Date: 11/24/99
Updated By: KCOLON Updated Date: 11/24/99
Org Name: Planning and Information- BCP
Amt Requested: 882.00
Amt Paid: 5.00 Payment Method: Unknown
Agency Contact: Mail Complaint Date: 09/28/99
Initial Response:
Product/Service: Work-At-Home Plans
Third Party Debt Collection
Statute/Rule: Fair Debt Collection Practices Act
FTC Act Sec 5 (BCP)
Law Violation: Deception/Misrepresentation
Harasses Debtor-Threat of Violence, Obscene\Profane
Language, Repeated Calls

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Mcallen

State: TX Zip:

Country: UNITED STATES

Work phone () Ext:

Fax Number: ()

Home Number: ()

Email:

Age Range:



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Company

Company: At Home Professionals

Address: 2001 Lowe St

City: FORT COLLINS

State: CO Zip: 80525

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company: Collectech

Address: P.O. Box 4157

City: Woodland Hills

State: CA Zip: 91365

Country: UNITED STATES

Email:

URL:

Phone: (818) 8792948

Ext:

Company Representative

Associated Company

Company: Collectech

Address: P.O. Box 4157

City: Woodland Hills

State: CA Zip: 91365

Country: UNITED STATES

Phone: (818) 8792948

Ext:

Reason: Collection Agency



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 707814 Contact Type: Complaint Source: Consumer TCS? Y

Comments: This call originated from a Caller Relay Service. The company ripped her off. Ordered materials for medical claimed software. She originally ordered materials by phone, and the 800 number is now invalid. Consumer contact Southwestern Bell and was informed that the company's phone number is blocked from her area code. There is no way to contact this company. The Better Business Bureau indicated the company's name is Medisoft, and it is a deceptive company, and to contact the FTC.

Created By: BBELTON Created Date: 08/13/99

Updated By: BBELTON Updated Date: 08/16/99

Org Name: Planning and Information- BCP

Amt Requested:

Amt Paid: 309.00 Payment Method:

Agency Contact: Phone Complaint Date: 08/13/99

Initial Contact: Print Transaction Date:

Initial Response: Phone: 800/888
number

Product/Service: Shop-at-Home/Catalog Sales

Statute/Rule: Mail or Telephone Merchandise Order Rule

Law Violation: Never Received Merchandise

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Dallas

State: TX Zip:

Country: UNITED STATES

Work phone: () Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Company

Company: At Home Professionals

Address: 27184 Ortega

City: San Juan

State: CA Zip: 92675

Country: UNITED STATES

Email:

URL:

Phone: (800) 6001844

Ext:

Company: Medisoft

Address:

City:

State: NR Zip:

Country: LOCATION NOT REPORTED

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company

Company: Medisoft

Address:

City:

State: Zip:

Country:

Phone: ()

Ext:

Reason: Other



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Transaction

Ref No.: 367079 Contact Type: Complaint Source: Consumer TCS? Y
Comments: Company was issued an A-1. CLOSED with satisfactory results from At-Home Professionals who cancelled remaining debt of consumer which amounted to 221.30. Consumer was issued an A-8 on 5/4/98.
Created By: PLEIGH Created Date: 04/15/98
Updated By: KCOLON Updated Date: 06/19/98
Org Name: Northwest Region
Amt Requested:
Amt Paid: Payment Method:
Agency Contact: Mail Complaint Date: 04/08/98
Initial Response:
Product/Service: Work-At-Home Plans
Other (Note in Comments)
Statute/Rule: FTC Act Sec 5 (BCP)
Law Violation: Deception/Misrepresentation
Failure to Honor Refund Policy

Consumer

Complaining
Company/Org.:

Last name:

First:

Address:

City: Seattle

State: WA Zip:

Country: UNITED STATES

Work phone ()

Ext:

Fax Number: ()

Home Number:

Email:

Age Range:



Consumer Information System
Complaint Detail Report

11/28/2001

KMILTON

Company

Company: At Home Professionals

Address: 2001 Lowe St

City: FORT COLLINS

State: CO Zip: 80525

Country: UNITED STATES

Email:

URL:

Phone: ()

Ext:

Company Representative

Associated Company